

**PATENT APPLICATION
DOCKET NO. 1039-0014**

AMENDMENTS TO THE CLAIMS

This listing of claims replaces all earlier versions and listings of claims in the application.

Listing of Claims

1-7. (Canceled)

8. (Previously Presented) A system for obtaining and storing responses from a customer regarding a level of customer satisfaction, said system comprising:

a plurality of tip trays that obtain and store customer responses regarding the level of customer satisfaction; and

a base unit that collects the responses from the tip trays when the trays are stacked on the base unit;

wherein each of the tip trays includes:

means within the tray for obtaining and storing responses from the customer regarding the level of customer satisfaction; and

means for reporting the stored responses, said reporting means including a data receptacle that aligns with a data pin on the base unit when the tray is the bottommost tray in the stack of trays, and that aligns with a data pin on a lower tray stacked directly under the tray when the tray is not the bottommost tray in the stack of trays;

wherein the base unit collectively downloads customer responses from all of the stacked trays.

9. (Canceled)

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10. (Previously Presented) The system for obtaining and storing responses from a customer of claim 8 wherein the means within each of the trays for obtaining and storing responses from the customer includes:

- a visual display that presents customer satisfaction survey questions to the customer;
- a survey keypad for entering the customer's responses to the survey questions;
- a memory that stores the customer responses; and
- a tray processor that sends survey questions to the display, collects responses from the keypad, and sends the responses to the memory.

11. (Original) The system for obtaining and storing responses from a customer of claim 10 further comprising an external communications link in communication with the tray processor, said tray processor retrieving the responses from the memory and downloading the responses to the base unit utilizing the communications link.

12. (Canceled)

13. (Previously Presented) The system for obtaining and storing responses from a customer of claim 11 wherein the base unit includes a battery recharger connected to a power pin, and each of the trays includes a rechargeable battery connected to a power receptacle, and the battery in each tray is recharged by stacking the tray on the base unit so that the power pin on the base unit is in contact with the power receptacle on the tray.

14. (Previously Presented) The system for obtaining and storing responses from a customer of claim 8 wherein the base unit also includes a base unit processor connected to the data pin, said base unit processor using the data pin to program the tray processor with survey questions, and to download the customer responses from the tray.

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15. (Previously Presented) The system for obtaining and storing responses from a customer of claim 13 wherein, each of the trays also includes a power pin that aligns with a power receptacle on a higher tray stacked directly on top of the tray when the tray is not the topmost tray in the stack of trays, wherein the recharger in the base unit recharges the batteries in all of the stacked trays simultaneously.

16. (Previously Presented) The system for obtaining and storing responses from a customer of claim 15 further comprising an analysis unit remotely located from the base unit, wherein the base unit includes a communications port through which the collected responses are communicated to the analysis unit.

17. (Previously Presented) The system for obtaining and storing responses from a customer of claim 16 wherein the analysis unit is resident on a personal computer (PC), and the communications port comprises an RS232 interface.

18. (Previously Presented) The system for obtaining and storing responses from a customer of claim 17 wherein the analysis unit is resident on a remote computer, and the communications port communicates with the remote computer over a global computer network.

19. (Previously Presented) The system for obtaining and storing responses from a customer of claim 18 further comprising a plurality of base units connected in series to a smart base unit, said smart base unit being the base unit that is connected to the analysis unit.

20-23. (Canceled)

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24. (Withdrawn) A method of obtaining and storing responses from a customer regarding a level of customer satisfaction, said method comprising the steps of:

utilizing a plurality of tip trays to obtain and store responses from a plurality of customers regarding the level of customer satisfaction;

stacking the plurality of tip trays on a base unit so that a data receptacle on a bottommost tray aligns with a data pin on the base unit, and a data receptacle on each higher tray in the stack aligns with a data pin on a lower tray stacked directly below; and

collectively downloading by the base unit, the stored customer responses from all of the stacked trays.